

**DEPARTMENT OF FAMILY AND SUPPORT SERVICES - HOMELESS SERVICES**  
**2021 Scope of Services**

**SECTION A - AGENCY INFORMATION**

**Agency:**

**Program Model:** Youth Intentional Housing Supports

**Program Name:**

Program Name in HMIS	Unique Service Point HMIS ID
1.	
2.	
3.	
4.	
5.	

**Please indicate the type of Program:**

- ☐ Youth Permanent Supportive Housing (PSH)  
☐ Youth Intentional Transitional Housing (TH)

**Administrative Office Site Address & Ward:**

\_\_\_\_\_/Ward\_\_\_\_\_

**Listing of Program Sites:**

*Site #	Address	Zip	Ward	Site Name
1.				
2.				
3.				
4.				

\*Delegate agencies with more than one site should list them here and refer to # assigned to that particular site throughout the document.

Please refer to your award notice to complete the information below:

**Term of budget:** January 1, 2021 through December 31, 2021

**Total Program Amount:** \$ \_\_\_\_\_

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<b>P.O. Number</b>	<b>Award Amount (\$)</b>	<b>Contract Type/Funding Source</b>
1.		
2.		
3.		
4.		
5.		
6.		

**AGENCY CONTACT PERSON FOR THIS CONTRACT:**

**Executive Director**

**Name:**

**Phone Number:** ext.

**Fax Number:**

**E-Mail:**

**Program Director**

**Name:**

**Phone Number:** ext.

**Fax number:**

**E-Mail:**

**Fiscal Contact**

**Name:**

**Phone Number:** ext.

**Fax Number:**

**E-Mail:**

**Reporting Contact**

**Name:**

**Phone Number:** ext.

**Fax Number:**

**E-Mail:**

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#### **BASIC PROGRAM OPERATION PER SITE ADDRESS**

##### **DAYS OF OPERATIONS**

*Please list all sites with corresponding site # from page 1. If site is open 24 hours per day, 7 days per week, please check box. If not, please list times the site is open on each day or indicate if site is closed.*

<b>Site #</b>	<b>24/7</b> <i>(check if so)</i>	<b>SUN</b> <i>(from-to)</i>	<b>MON</b> <i>(from-to)</i>	<b>TUES</b> <i>(from-to)</i>	<b>WED</b> <i>(from-to)</i>	<b>THU</b> <i>(from-to)</i>	<b>FRI</b> <i>(from-to)</i>	<b>SAT</b> <i>(from-to)</i>
<b>1</b>	<input type="checkbox"/>							
<b>2</b>	<input type="checkbox"/>							
<b>3</b>	<input type="checkbox"/>							
<b>4</b>	<input type="checkbox"/>							

The target population for this program model is outlined in Exhibit A. Within this target population, please indicate which subpopulations are served under this contract:

<b>SUBPOPULATIONS SERVED</b> (CHECK ALL THAT APPLY)	
Single Adult Females Only	
Single Adult Males Only	
Single Adult Females and Males	
Families	
Unaccompanied Youth - Aged 18-24: Females Only	
Unaccompanied Youth - Aged 18-24: Males Only	
Unaccompanied Youth - Aged 18-24: Females and Males	

##### **NUMBER OF CLIENTS AND HOUSEHOLDS TO BE SERVED**

*Note: Numbers to be served should be projected. Please consult service data from previous years in making projections.*

<b>Site 1</b>	<b>Carryover from Dec</b>	<b>Jan –Mar (new)</b>	<b>Apr-Jun (new)</b>	<b>Jul-Sept (new)</b>	<b>Oct-Dec (new)</b>	<b>Total (new plus carryover)</b>
Number of unduplicated clients to be served						
Number of unduplicated households to be served						

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Site # 2	Carryover from Dec	Jan –Mar (new)	Apr-Jun (new)	Jul-Sept (new)	Oct-Dec (new)	Total (new plus carryover)
Number of unduplicated clients to be served						
Number of unduplicated households to be served						

Site # 3	Carryover from Dec	Jan –Mar (new)	Apr-Jun (new)	Jul-Sept (new)	Oct-Dec (new)	Total (new plus carryover)
Number of unduplicated clients to be served						
Number of unduplicated households to be served						

Site # 4	Carryover from Dec	Jan –Mar (new)	Apr-Jun (new)	Jul-Sept (new)	Oct-Dec (new)	Total (new plus carryover)
Number of unduplicated clients to be served						
Number of unduplicated households to be served						

Site # 5	Carryover from Dec	Jan –Mar (new)	Apr-Jun (new)	Jul-Sept (new)	Oct-Dec (new)	Total (new plus carryover)
Number of unduplicated clients to be served						
Number of unduplicated households to be served						

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**ADDITIONAL INFORMATION**

[ADA](#) compliant

[Section 504 Policies](#) ensuring accessibility for persons with disabilities

Site #	Program Name	ADA Compliant Yes or No	Section 504 Yes or No
1.	.	.	
2.	.	.	
3.	.		
4.	.		
5.	.		

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**DESCRIPTION OF PROGRAM AND ACTIVITIES – ALL PROGRAMS**

Please review the Core Elements of the program model in Section B. In a brief statement, please describe activities to be performed to address the needs of the target population and achieve key performance outcomes, focusing on activities not captured in Core Elements. If relevant, describe coordination with other source(s)/partner(s). This section is expected to describe the program(s) at full operational capacity.

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### SECTION B – PROGRAM GOALS AND CORE ELEMENTS

#### Introduction

##### DFSS Homeless Division Goals

The DFSS Homeless Services Division seeks to create an effective crisis response system that prevents homelessness whenever possible and rapidly returns people who experience homelessness to stable housing.

#### Program Goals

The goal of Youth Intentional Housing Supports is to quickly house youth experiencing housing insecurity while providing the support needed to remain stably housed and build a foundation for success in the future. The building blocks for success include connection to benefits, education and employment support, legal aid, leadership opportunities, and links to physical and mental health care.

Programs seek to provide young people, with a variety of unique needs, with appropriate housing interventions to help them transition into permanent housing or remain permanently housed.

#### Target Population

The target population for Youth Intentional Housing Supports varies by program type:

- Youth Intentional Permanent Supportive Housing is designed to serve unaccompanied youth ages 18 up to their 25th birthday, experiencing literal homelessness, and who have a disability or other youth-specific indicator of vulnerability.
- Project-Based Youth Intentional Transitional Housing is designed to serve youth ages 14 up to their 25th birthday.
- Scattered-Site Youth Intentional Transitional Housing is designed to serve youth ages 18 up to their 25th birthday.
- Youth Intentional Transitional Housing serves youth who are literally homeless or at imminent risk of homelessness.
- For all program types, eligible youth will be identified and referred through CES.

#### Core Elements

Programs must provide the following supportive services in-house or through linkages. Supportive services should be provided in a way that is voluntary and appropriate to the needs and preferences of the participants. Services include but are not limited to:

- Participant assessment for housing and service needs.
- Needed services including medical care, mental health care, substance use disorder treatments, and legal assistants.
- Supports for education, employment, positive connections to family or other significant people (where appropriate), and skill building (including independent living and interpersonal skills).

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- Supports for parenting youth including developmental screening and school or early childhood program enrollment.
- Connection to benefits (e.g. TANF, LINK, SSI, etc.).
- Connection to youth development activities.
- Extend follow-up support or after-care services to eliminate barriers to maintaining stable housing into adulthood.
- For scattered-site programs, housing location/relocation supports and coordination or mediation between property management or landlords, clients, and service providers.

Additional program requirements:

- Programs must follow CES processes for program referrals.
- Programs must provide 24 hour on-call or on-site access to staff support.
- Youth Intentional Transitional Housing programs are time-limited to 24 months.
- Programs serving youth under 18 must comply with State licensing and regulatory guidelines.
- Youth under 18 must be connected to a Comprehensive Community Based Youth Services (CCBYS) provider.
- Programs must conduct safety assessments.
- Youth Intentional PSH and Scattered Site TH must maintain a staff to client ratio of one to 30.

Programs must be designed to follow a housing first philosophy. As identified by HUD, core principles of housing first for youth are:

- Immediate access to permanent housing with no preconditions: Youth should be provided with access to safe and secure permanent housing that meets their needs as quickly as possible.
- Youth choice and self-determination: Housing First is a person-centered approach that promotes choice regarding housing and service options, while maintaining high expectations for youth.
- Individualized and youth-driven supports: All youth are different. Once housed, the level of service offered will depend on the unique needs and choices of the youth. Non-time-limited supports provide a practical, person-centered approach that assist in helping youth maintain their housing independently.
- Persistent Engagement: Staff should utilize an assertive style of case management, and continuously attempt to engage youth, even if youth are resistant to services.

Programs should include the following techniques for engaging youth:

- Positive youth development: Focuses on the strengths that youth already have and builds protective factors and resiliency. Positive youth development strategies include giving youth access to experiences that build leadership and boost self-awareness.
- Trauma Informed Care: Most homeless youth have experienced trauma in their lives that is affecting the ways in which they currently behave. This technique recognizes the signs and symptoms of trauma in clients, families, staff, and others involved with the system, and responses fully integrate knowledge about trauma into policies, procedures, and practices.
- Harm Reduction: For youth and young adults who are actively engaged in substance use, a harm reduction approach is important for youth to be able to honestly address substance use issues and make responsible decisions regarding their substance use. Abstinence focused models may be available for youth and young adults; however, the choice should lie with the project participant, and communities should ensure that housing options are available for youth at all stages of recovery, including youth who continue to use drugs or alcohol. Sexual health is



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an important part of physical well-being and should be incorporated in harm reduction conversations with youth.

## SECTION C – PERFORMANCE MEASUREMENT

### Overview

DFSS is committed to moving beyond measuring how many people receive services, to focus on whether Chicagoans are better off after receiving services. As part of this outcome-oriented approach, DFSS has implemented a Strategic Framework that guides how the department measures, reports on, and reviews its priorities and outcome goals, and uses them to drive contracting, decision-making and greater collaboration.

The DFSS Homeless Services Division seeks to actively and regularly collaborate with delegate agencies to enhance contract management, improve results, and adjust program delivery and policy based on learning what works.

### Performance Indicators

To track progress toward achieving our goals outlined in Section B and assess success of the program, DFSS will monitor a set of performance indicators that may include, but are not limited to:

*The core outcome for Youth PSH is retention and connection to appropriate levels of care and housing. Metrics for this are:*

*85% of participants will remain permanently housed for 12 months or will exit to other permanent housing (Challenge target is 96%)*

*An additional output metric to monitor and recognize intermediate progress is:*

*35% of clients shall maintain or increase their income (either employment income or benefits)*

*Reduction to the average number of days between referral and placement*

*Performance measures for transitional housing for youth:*

*The core outcome for time-limited housing supports is stabilization and connection to permanent housing. Metrics for this are:*

*70% of participants will exit to stable housing*

*50% of participants without a source of reportable income will report an increase in cash benefits or income*

*Additional output metrics to monitor and recognize intermediate progress are:*

*50% of participants will exit with employment*

*50% of participants will exit with a high school diploma or will be enrolled in an educational program (high school, GED prep classes, vocational training, college)*

*Reduction to the average number of days between referral and placement*

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The DFSS Homeless Services Division will work with the delegate community to further develop this measurement framework to ensure appropriate metrics are tracked for specific programs and sub-populations. DFSS is especially interested in monitoring trends in performance over time, with the goal

of continuous improvement against these metrics.

DFSS will also continue to seek alignment with the Chicago Continuum of Care Program Models Chart to improve consistency with performance measurement across DFSS and Continuum of Care funded programs. Depending on funding stream, outcomes in addition to the program models targets will be included for some program types. DFSS reserves the right to revise scopes of service when further guidance is issued on system-wide performance standards.

### Data Reporting

The parties recognize that reliable and relevant data is necessary to create a common understanding of performance trends, ensure compliance, evaluate program results and performance, and drive program improvements and policy decisions.

To the extent possible, DFSS will collect performance data from the **Homeless Management Information System (HMIS)**. Programs, with the exception of Domestic Violence programs, are expected to participate in the HMIS system. (Domestic Violence programs must use a compatible system.) Requirements include:

- Enter data into HMIS within 2 days of client interaction, and adhere to required data standards based on project type as outlined in the HMIS Data Standards Manual and as prescribed by the HMIS Lead Agency.
- Participate and be compliant in the HMIS Quarterly Data Assessment clean-up process.

Where HMIS data is insufficient, DFSS reserves the right to request/collect other key data and metrics from delegate agencies, including client-level demographic, performance, and service data. Requested data shall include, but may not be limited to, aggregate and individual-level information on:

- Clients referred for services, enrolled in services, and discharged from services
- Activities undertaken by the delegate agency to service clients referred for services, and the timeliness of those activities
- Findings of assessments completed by the delegate agency in the course of delivering services
- Client outcomes during and following service delivery
- Utilization and spending against contract award

Delegate agencies will be expected to collect and share data with DFSS according to the format, frequency, and submission protocol specified by DFSS. Delegate agencies agree to make reasonable efforts to collect additional data related to performance as requested by DFSS.

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#### **Meetings**

Regular reviews of and conversations around program performance, program results and program data, particularly related to the goals outlined in this agreement, will allow DFSS and the delegate agencies to employ real-time information to track performance, identify good practice, and swiftly, collaboratively, and effectively address any challenges experienced on the ground by delegate agencies and the target population.

At such meetings, the parties will review data and reports to:

- a) Monitor progress, highlight accomplishments, and identify concerns
- b) Collaboratively design and implement operational changes to continuously improve processes and outcomes
- c) Develop strategies on broader systems changes to improve service delivery and coordination between services

Periodic meetings may take place according to a schedule to be established by DFSS, with reasonable notice provided for delegates.

Meetings shall include, at least, the DFSS Division Director, or designee, and the delegate agency's chief executive officer, or designee. Each party may be represented by additional representatives as such party deems appropriate. DFSS may request the attendance of additional parties as it deems appropriate. Representatives from delegate agencies will attend all meetings as requested by the Department. Meetings may take place individually or jointly with other delegate agencies.

#### **Uses of Data**

DFSS reserves the right to use data related to delegate agency performance, including but not limited to data submitted by the delegate agency, for the following:

- a) In the periodic meetings described above to review program performance and develop strategies to improve program quality throughout the term of the contract.
- b) To guide DFSS program development, evaluate programs, inform policies, and inform contract decisions such as payment rates, contract extensions or renewals, and evaluation of proposals by the delegate agency in response to any future solicitations by DFSS for goods or services.
- c) Any other purposes identified by DFSS.

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### SECTION D - REQUIREMENTS

#### Program Requirements

Programs must adhere to the standards set forth in the **HEARTH Act**, see <https://www.hudexchange.info/homelessness-assistance/hearth-act/>. Agencies are responsible for learning about any revisions or updates to the legislation throughout the course of the contract and revising policies and procedures as necessary.

Programs must adhere to the Core Values and Core Elements of homeless services programming, as defined by the Chicago **Continuum of Care** in the **Program Models Chart**, as well as the Essential Elements for the appropriate program model, see [https://allchicago.org/sites/allchicago.org/files/2014\\_PMC\\_Updated\\_February\\_2017.pdf](https://allchicago.org/sites/allchicago.org/files/2014_PMC_Updated_February_2017.pdf). Agencies are responsible for awareness and adherence to the most recent version of the Program Models Chart.

Programs must participate in the **Coordinated Entry System** (CES) and follow CES Policies and Procedures as detailed for the appropriate program model, see <https://www.csh.org/chicagoces/>.

#### Additional and Priority DFSS Requirements for All Programs

Shall not discriminate on the basis of race, religion, national origin, sexual orientation, disability, or family composition.

- **Family preservation:** Programs designated to serve families with children under 18 shall not deny admission to any family based on the age of any child under age 18, family composition or the marital status of the adults in the family. Families with children who are 18 years of age or older and are still enrolled in and attending high school should not be separated. Families served must consist of one or more dependent children in the legal custody of one or more adults who, prior to losing housing, were living together and working cooperatively to care for the children. This definition includes two-parent and one-parent families, including those with same-sex partners, families with intergenerational and/or extended family members, unmarried couples with children, families that contain adults who are not the biological parents of the children, and other family configurations.

To reflect this family preservation policy, delegate agencies must have written standards for eligibility that promote access to program services for all families, regardless of the age of children, family composition or marital status.

- **Programmatic changes:** Please note if there are any changes to your staff, facility, facility location or Scope you must notify in writing to your DFSS Program Liaison and Director of Homeless Services Division.

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- **Participation in system activities:**
  - Assist DFSS in responding to extreme weather emergencies.
  - Participate in the Annual Homeless Point in Time Count and other special initiatives as required by DFSS.
  - When requested, conduct Yearly Public Health and Fire inspections in collaboration with DFSS and other appropriate entities.
- **Must voucher monthly.** Below illustrates what percentage of the grant should be expended quarterly.
  - First quarter – 25%
  - Second Quarter – 50%
  - Third Quarter – 75%
  - Fourth Quarter – 100%
- **Additional requirements if applicable:**
  - All agencies that work with children shall be in compliance with the Illinois Child Abuse and Reporting Act; employees shall complete the Mandated Status Form & it must be kept filed at agency.
  - Background checks are required for programs whose staff and volunteers have interaction with children.
  - All agencies that handle food must have appropriate staff with food handler certificate.

### DFSS Requirements for Housing Supports Programs

- Accept matches through HMIS aligned with the Coordinated Entry System (CES) prioritization chart using only funder required eligibility criteria
- Follow the CES Policies and Procedures related to all parts of the housing process including requesting matches and re-matches, transfers, contact protocols, verifying chronic homelessness, HMIS updates for participants, and communication with providers serving referred participants including Navigation Providers.

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**SECTION E – SUBMITTAL AND APPROVAL**

**CERTIFICATIONS:**

- ☐ By checking this box your agency certifies that all information provided in the Scope of Services is correct and that the agency will comply with the requirements listed in the Scope of Services.

**SUBMITTAL AND APPROVAL:**

a) Applicant signature <b>Original must be signed in blue ink</b>	
b) Name (typed)	
c) Date submitted:	
d) DFSS Staff signature :	
e) Name (typed):	
f) Date approved	

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### **Source Documents**

Provided below are hyperlinks to source documents. It is your due diligence to read and understand funding source rules and regulations:

#### **U.S. Department of Housing and Urban Development (HUD)**

<https://www.hudexchange.info/>

Emergency Solutions Grant (ESG) Program Regulations:

<https://www.gpo.gov/fdsys/pkg/FR-2011-12-05/pdf/2011-30938.pdf>

Emergency Solutions Grant (ESG) Eligible and Ineligible Activities:

<https://www.hudexchange.info/resources/documents/ESG-Program-Components-Quick-Reference.pdf>

CDBG Regulations: <http://www.ecfr.gov/cgi-bin/text-idx?SID=7db635ac5b5e89240f57194fa0125f1f&mc=true&node=pt24.3.570&rgn=div5>

<http://www.ecfr.gov/cgi-bin/text-idx?SID=7db635ac5b5e89240f57194fa0125f1f&mc=true&node=pt24.3.570&rgn=div5>

CDBG Eligible and Ineligible Activities: (570.201-eligible activities; 570.207-ineligible activities) <http://www.ecfr.gov/cgi-bin/text-idx?SID=7db635ac5b5e89240f57194fa0125f1f&mc=true&node=pt24.3.570&rgn=div5>

<http://www.ecfr.gov/cgi-bin/text-idx?SID=7db635ac5b5e89240f57194fa0125f1f&mc=true&node=pt24.3.570&rgn=div5>

#### **U.S. Department of Health and Human Services (HHS)**

CSBG Regulations:

<https://www.gpo.gov/fdsys/pkg/USCODE-2010-title42/pdf/USCODE-2010-title42-chap106.pdf>

Ineligible Activities-42 USC Ch. 106 § 9918

#### **Illinois Department of Human Services (IDHS)**

<http://www.dhs.state.il.us>

Illinois Department of Commerce and Economic Development: Community Services Block Grant (CSBG) Web Page (includes Eligible Activities)

<https://www.illinois.gov/dceo/CommunityServices/HousingAssistance/CSBG/Pages/default.aspx>

Illinois Department of Human Services Homeless Services Program Manual  
Emergency and Transitional Housing (includes Eligible and Ineligible Activities)

<http://www.dhs.state.il.us/page.aspx?item=75395>